

Domestic Cleaner Team Member (£7.50/hour)

Job Purpose

The Domestic Cleaner Team Member at Clear Interiors delivers a consistently high standard of domestic clean in people's homes in and around Norwich, following Clear Interiors' own in-house cleaning methods and practices. They normally work in a team of two, but can sometimes work in a larger team, or may occasionally be required to work alone. Not only do they maintain exceptional cleaning standards, they present themselves as professional, trustworthy and friendly, both to customers and other Clear Interiors staff. Team Members who show excellence in their work, may, over time be eligible to progress into a Team Leader and/or Trainer role.

Responsible to:

- Team Leader
- Trainer
- Assistant Manager
- Manager

Duties

- Undertake Clear Interiors' training under the guidance of experienced staff members (Manager, Assistant Manager, Trainer, Team Leader) and consistently comply with the methods and practices taught.
- Attend designated properties to clean within Norwich and a 15-mile radius of the outer ring road.
- To carry out a range of cleaning duties, including, but not limited to: dusting, vacuuming, mopping, polishing and emptying bins, in line with the specific duties of the different kinds of cleans offered by Clear Interiors (Regular, Spring Clean, Initial Clean, End of Tenancy Clean).
- To follow and undertake additional duties and instructions specific to each customer to ensure a tailored service is delivered.
- To attend regular staff meetings and training sessions as required.
- To alert the Team Leader to any issues, concerns or questions, or the Assistant Manager or Manager where necessary.
- To deliver professional and friendly customer service.
- To wear a Clear Interiors uniform at all times during work hours.
- To maintain the security of customers' homes and their contents.
- To comply with COSHH regulations.
- To safely operate machinery and equipment as required.
- To work within the relevant legislation, policies and procedures laid out by the company.
- To participate in an annual performance and development review process.
- Working within the Health and Safety at Work Act.
- Undertake other duties not specifically stated, which from time to time are necessary, without altering the nature or level of responsibility.
- To make accurate records of your hours, mileage, laundry and anything else as requested.

Skills and Competencies

Essential	Desirable
Honesty and Integrity – Staff must be trustworthy when working alone and as part of a team. Customers place their trust in us when they allow us to enter their homes. We must, at all times, behave in a professional and trustworthy manner to ensure our customers feel secure.	Previous experience as a domestic cleaner is desirable.
Consistent – Staff must deliver a consistently high standard of work. We regularly check everyone's work and provide ample and on-going training to ensure you're able to meet these standards.	Knowledge of Health & Safety requirements.
Attention to detail – Staff must be able to pay attention to details to ensure a high level of service is delivered every time.	Experience of customer facing work or customer service roles.

Methodical – Staff must follow the training methods set out by Clear Interiors and carry out work in the correct order in order to ensure a high standard of work is delivered every time and items are not missed. A methodical approach will also ensure work is carried out at the appropriate speed.	
Positive attitude – Staff need to take a positive approach to their job and respond positively to constructive feedback. Clear Interiors is a supportive, team environment where staff have many opportunities each year to improve and build their skills and responsibilities.	
A sense of pride in doing good work – Clear Interiors is the best cleaning company in Norfolk both for the standard of clean and customer service. With a strong, professional, luxury brand, we want to deliver the best service in town. We want staff who feel proud of the good work they do.	
Professional attitude – Staff need to behave appropriately and professionally in customers’ homes and towards other staff members. This includes not smoking in or near customers’ homes, being well presented, polite, friendly and respectful.	
Flexibility – Staff need to have a flexible approach to their working hours and remain upbeat and adaptable when jobs change at short notice, or when other duties need to be undertaken. We are continually seeking to improve our processes and need a team who responds positively when improvements are introduced.	
Good communication skills – Staff need to be able to communicate well with customers and other team members. This means communicating respectfully and constructively, responding promptly when asked for information, being approachable and friendly, asking questions when needed and passing on information to the Team Leader, Assistant Manager or Manager when appropriate.	

Salary and Benefits

- The Domestic Cleaner Team Member salary is £7.50 per hour.
- Staff are directly employed by Clear Interiors, meaning you are paid for travel between jobs and time spent carrying out re-cleans. Equipment, chemicals and uniforms are supplied.
- 28 days annual leave pro-rata, which includes Bank Holidays and Public Holidays and 4 days, which must be taken over Christmas.
- Auto-enrolment into a pension scheme for eligible staff.
- Staff may, from time-to-time have opportunities to earn commission on leaflets delivered that turn into regular customers, on any other customer referrals they make to the business or from referring any successful job applicants.